

## STATE GOVERNMENT OPERATIONS REPORT CARD

### Customer Service

*GOAL: Improve the quality and responsiveness of government services across the enterprise.*

Customer Satisfaction (Citizens)	➔
Customer Satisfaction (Intragovernmental)	➔
Customer Service	➔
Digital Government	↑

### Performance Assessment and Improvement

*GOAL: Continually improve the efficiency and effectiveness of government operations.*

Key Process Performance	↑
Performance Management and Reporting	↑
Process Improvement	↑

### Financial Management

*GOAL: Wisely manage and optimize the resources entrusted to state government.*

Audit and Internal Controls	➔
Bond Rating	↑
Debt Burden	➔
Financial Asset Management	➔
Federal Grants	⚠
Procurement and Contract Management	↑
Rainy Day Fund	➔
Revenue Forecasting	↑
Self-insurance Liabilities	↑
Tax Burden	↑

### Human Resource Development

*GOAL: Wisely manage, support, and develop the human resources needed to fulfill the functions of government in the most efficient and effective way possible.*

Development and Assessment	➔
Employee Health and Workplace Safety	↑
Employee Relations	↑
Leadership Development/Succession Planning	⚠
Turnover	↑

### Infrastructure Stewardship

*GOAL: Protect and enhance the returns on Virginia's investments in its infrastructure.*

Cyber Security	➔
Emergency Preparedness	↑
Energy and Environmental Management	↑
Facilities Maintenance and Construction	⚠
Information Technology	➔
Transportation Infrastructure	↑

### Accountability

*GOAL: Protect the health and safety of Virginians while using resources in a fair, accountable, and transparent way.*

Consumer Protection	➔
Diversity and Fairness	↑
Fraud and Waste Control	↑
Regulatory Framework	↑
Transparency	↑

Performance  
Trend

Improving ↑  
Maintaining ➔  
Worsening ↓  
Under Development ⚠